



Covid 19 Service Standard

Reservations for Treatments



By Phone / Email

- Guest have the option to make reservations by email or phone.
 - Staff will ensure reservations will be kept at a 50% occupancy.
 - 30 minute time frame for proper turn over period for cleaning and disinfecting of areas/rooms.
- * Receptionist will wear Face Mask, Face Shield and Gloves at all times.

Reservations: Walk-In (Pending via screening)

All Guest(s) are subject to temperature check.



- Receptionist will apply a temperature check before guest(s) will enter the Spa.
 - After Temperature check Receptionist will advise the guest to use the complimentary hand sanitizer before entering the Spa area.
 - Receptionist will clean and sanitize work station(telephone, register, monitor, reception table, credit card holder, credit card machine etc.) after every transaction.
 - Any guest exhibiting Flu like symptoms, Coughing, or Fever, the receptionist will politely decline the requested spa reservations.
 - Receptionist will then report findings to Spa Manager. Spa Manager will contact Front Office Manager and Security.
 - Receptionist will politely ask the guest(s) to have a seat and wait for proper Management and security
- *Designated Hand Sanitizers are not to be shared 1 will be assigned specifically for guest(s) and 1 for the receptionist.

Reservation Acquirement:

Detail:



- Type of Spa Treatment
- Number of participants
- Guest Information: Name and Contact Number
- Hotel Name and Hotel Room Number

Treatment Procedure



Pre – Treatment Procedure

Detail:



- Receptionist will:
- Perform temperature check for all guest entering Spa Facility. Confirm guest Name and treatment or take down any information for reservation purposes.
- Escort guest to designated seating area (Social Distance in Mind / Contactless Check in) and have guest(s) fill out consultation form.
- Offer welcome drink with lid cover.
- Present Oils or Scrubs to guest and help explain product if needed (Contactless Check-in / Guest may not touch or smell products).
- Receipt to be presented to the guest and confirmed. Spa will provide cash free payment and offer other forms of payment (Credit Card / Room Charge / Voucher /Gift Certificates).
- Inform the guest that they must wear his or her protective mask before, during and after the treatment.

*Any guest exhibiting Flu like symptoms, Coughing, or Fever, the receptionist will politely decline the requested spa reservations.

During – Treatment Procedure

Detail:



- Spa Therapist will:
 - Ensure spa room is clean, replenished and sanitized before any guest is brought in.
 - Wash his or her hands before placing them on the guest.
 - Escort the guest to his or her designated room. Inform guest(s) to change and **TAKE A SHOWER** before starting the treatment and have them lay on the bed faced down under the sheets.
- * COVID 19 Preventive measure: Therapist will not touch or massage the following areas: Chest, Head, and Shoulders.
- * No Facials or Baths will be permitted.

Post – Treatment Procedure

Detail:



- Spa Therapist will:
- Provide Hot Tea (covered with plastic wrap) in the treatment room. (No hot or cold towels).
- Escort guest to the reception area and inform spa receptionist. Receptionist finalize any other payments or concerns before guest(s) exit the Spa facility.

*Therapist must wear face mask before treatment, during, and after treatments.

* Therapist will wash his or her hands before and after every treatment.

Hygiene and Cleaning Procedure



Personal Hygiene Procedure



- Receptionist must wear face mask, face shield, gloves at all times.
- Therapist must wear face mask at all times
- Spa Manager and Supervisors must check all employee temperature twice a day and keep daily record.
- All staff must practice safe social distancing during his or her shift or break time. Two or Three people at the most per table.
- Wash hand before and after every meal.
- Staff may not share personal items: face mask, face shields, make up to ensure safety amongst each other.

*If Staff are experiencing Flu like symptoms, Fever, coughing or if they have family that are experiencing those symptoms they must report it immediately to the MOD.

Cleanliness Procedure for Linens



- All staff dealing with linen must wear face mask and gloves.
- Clean linen will be stored in a clean ventilated room.
- Linen will not be reused for any reason.
- If Linen is dirty or soiled, All staff must wear protective mask and gloves.
- Place all dirty or soiled linen in bags and place them in the Laundry Bin or cart with a linen count.

Spa Equipment Safety



Spa Operational Equipment

- Any equipment that has a “high touch” or has contact with a guest must be sanitized and disinfected after every use.
- All amenities must be disposable (slippers, combs, panties etc.).
- Hand and face towel must be changed to disposable paper towel.

Food Safety in the Spa



- Spa prep room and locker must be clean and sanitized.
 - Left over food may not be kept over night, food must be disposed of after he or her shift.
 - Utensils must be wash and sanitized.
 - Cups for welcome drink and after treatment Tea must be wrapped individually.
 - Drinking glass must be washed and sterilized after every use.
 - Tables and work stations must be cleaned, sanitized or disinfected after every use.
- * Wash hands with soap and as often as possible, if not use Hand Sanitizer.

Safety Cleaning for the Spa



- Using EPA approved cleaners (Peroxide, 14 Antibacterial All Purpose Cleaner, Oasis 146 Multi-Quat Sanitizer) all areas, must be Sanitized and disinfected on a daily basis before and after operations.
- Receptionist must ensure ample cleaning time (30 minutes or more) for proper Cleaning and Sanitizing of rooms or high touch areas.
- Inform and brief Staff to recognize high touch areas (doors, handles, lockers, sink, faucet, tables, light fixtures, toilets and electronics) to emphasize thorough cleaning and sanitizing at least every 2 hours until closing of operations.